

Attorney Docket No.: P-70999-US

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE****RECEIVED  
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APPLICANT(S): SILBERSTEIN, Assaf

SERIAL NO. 10/628,833

EXAMINER: LONG, FONYA M

FILED / ISSUED: July 28, 2003

GROUP ART UNIT: 3689

FOR: SYSTEM ARCHITECTURE AND A METHOD FOR CUSTOMER FLOW  
MANAGEMENT**RESPONSE AND AMENDMENT**Mail Stop Amendment  
Commissioner for Patents  
P. O. Box 1450  
Alexandria, VA 22313-1450

Sir:

This Response and Amendment is being filed in response to the Office Action mailed February 6, 2008 by the United States Patent and Trademark Office in connection with the above-identified Application. A response to the February 6, 2008 Office Action was due May 6, 2008. This paper is being filed with a petition for one-month extension of time. Accordingly, this paper is being timely filed.

**Amendments to the Claims** are reflected in the listing of claims which begins on page 2 of this paper.

**Remarks** begin on page 11 of this paper.